3771 Eastwood Drive
Jackson, MS 39211-6381
Phone: 601-432-8000
Fax: 601-713-6380
www.its.ms.gov

mississippi department of
Information Technology Services

Craig P. Orgeron, Ph.D., Executive Director

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3725 for the University of Mississippi Medical Center (UMMC)

From: Craig P. Orgeron, Ph.D.

Date: October 16, 2013

Subject: Responses to Questions Submitted

Contact Name: Kay-Lynn Meador

Contact Phone Number: 601-432-8001

Contact E-mail Address: kaylynn.meador@its.ms.gov

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: See Section VII – Technical Specifications, 7 – Vendor Hosting Requirements, Item 7.1 on page 34 that states "The requirements outlined in Exhibit B – UMMC Vendor Hosting Requirements are mandatory. The AHRQ approved CG-CAHPS survey solution has been identified as a Tier 4 system as referenced in Exhibit B. Vendor must comply with all requirements applicable to Tier 4. Please refer to Exhibit B for the full list of mandatory requirements for vendor hosting."

What is the basis for the expectation, and is it stemming from a current vendor relationship?

Response: **The basis for the expectation is to meet UMMC standard requirements for Vendor Hosting. We have a set standard with stratification based on up time needs.**

Question 2: We currently use an online only tool with no software. Will we still need to submit a signed Software License and Application Service Provider Agreement along with the completed RFP by October 31st?

Response: **The Software License and Application Service Provider Agreement will be used as the starting point to negotiate a contractual agreement between UMMC and the awarded vendor. Regardless of whether the vendor provides a software tool or an online tool, this document must be signed**

by the awarded vendor after contract negotiation in order to finalize and execute the agreement.

Vendor's proposal responses submitted on October 31st should NOT include a signed Software License and Application Service Provider Agreement. This document will only be signed by the awarded vendor.

RFP responses are due October 31, 2013, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above, or if we can be of further assistance, please contact Kay-Lynn Meador at 601-432-8001 or via email at kaylynn.meador@its.ms.gov.

cc: ITS Project File Number 40182